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Central Bank of Bahrain

Customer Complaints Report

January-March

2019

**Customer Complaints Report for the months
January-March 2019**

Production: Consumer Protection Directorate

Central Bank of Bahrain

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www.cbb.gov.bh

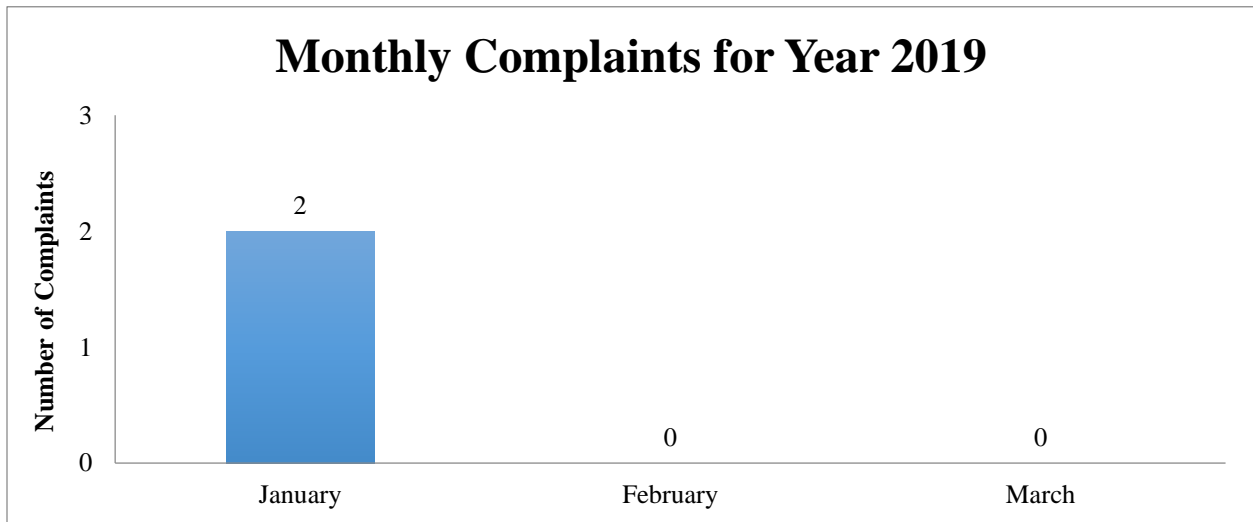
The Customers Complaints Report is a monthly report prepared by the Consumer Protection Directorate. It is available in PDF format in the Publications and Data section at <http://www.cbb.gov.bh>.

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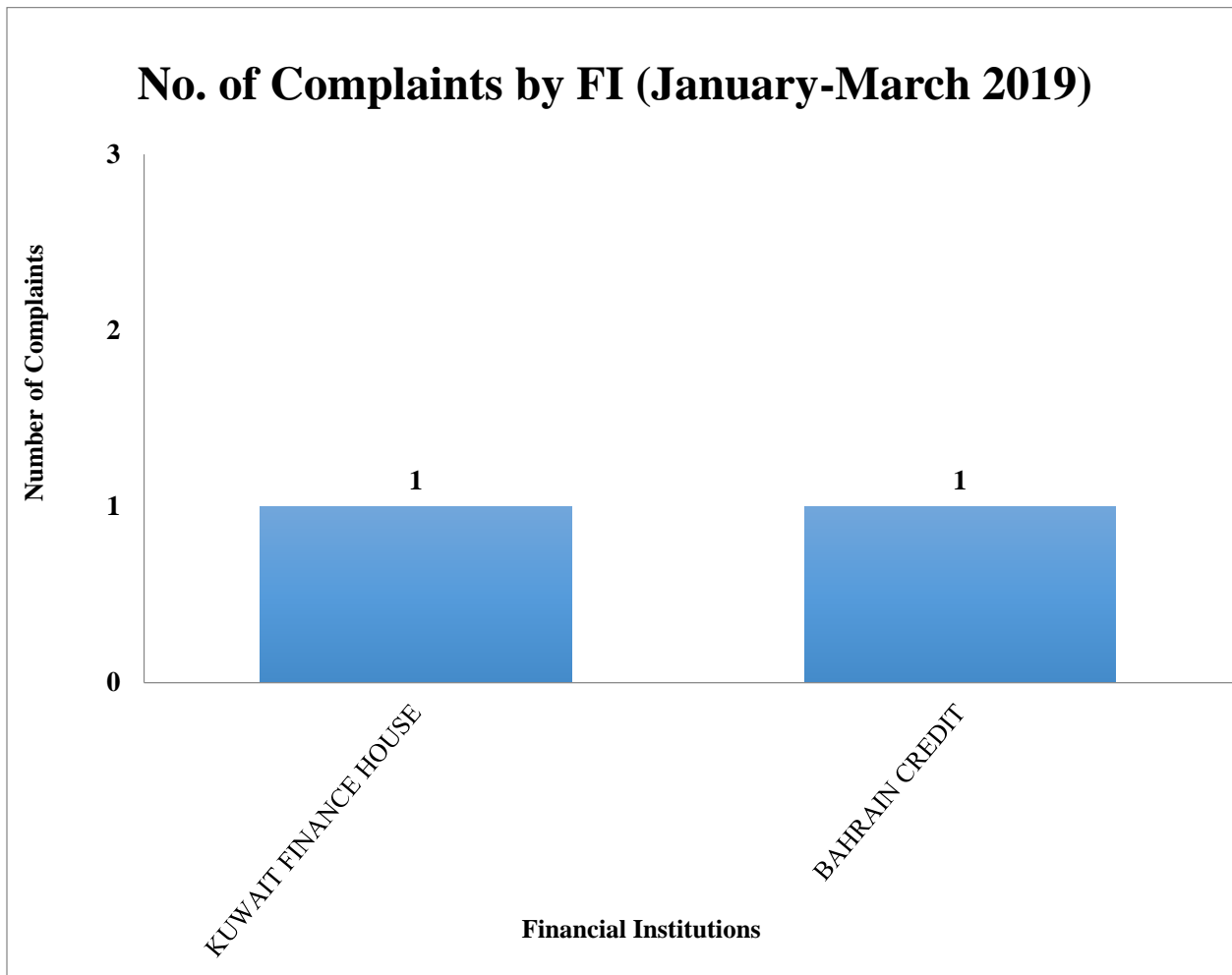
1. Introduction

The Consumer Protection Directorate “CP” received two complaints in the month of January 2019. The following graph illustrates the monthly complaints received from 1st of January to 31st of March 2019.



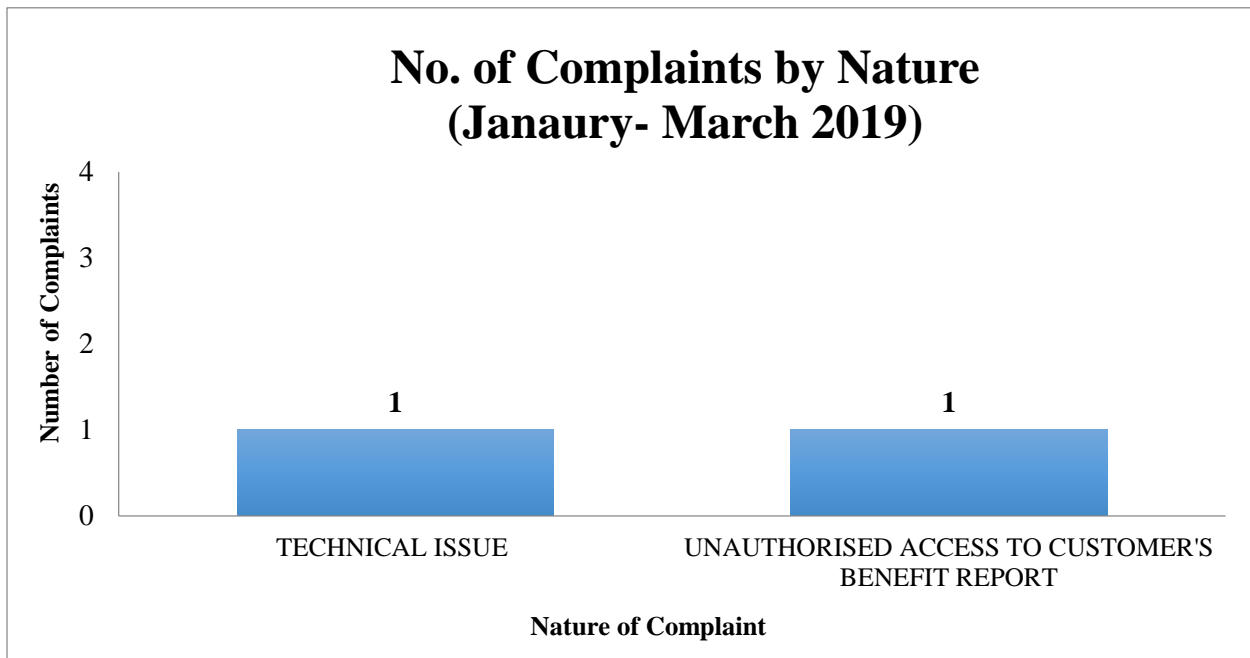
2. Concentration of Complaints by Financial Institution (FI)

The complaints received during **January-March 2019** are reported with respect to the following financial institutions as illustrated in the graph below:



3. Nature of Complaints

The following chart demonstrates the nature of complaints received by the (CP) directorate during the months of January- March 2019.



Following are detailed classifications on the nature of complaints:

3.1 **Technical Issue:**

The CP unit received one complaint regarding a technical issue that occurred, in which the bank had an IT Issue where the disc space for the EFTS system was full and some payments got failed. This complaint pertains to Kuwait Finance House.

3.2 **Delay in updating the benefit report:**

The CP unit received one complaint regarding unauthorized access to the customers benefit report, in which one of the staff members gained access to the benefit record of the customer by placing an amount of 1,000/- BHD as a credit facility and this was not requested by the customer. This complaint pertains to Bahrain Credit.

4. Status of Complaints

All the complaints received from January- March 2019 have been resolved.